

North and West Cumbria Psychiatric Liaison Service

Personalised patient information



The information contained in this booklet is important – please keep it safe.

What do the Psychiatric Liaison Team do?

The Psychiatric Liaison Team provides assessment of mental health, and treatment of any mental health problems, to people attending a general hospital. The Psychiatric Liaison Team also includes the Reach Out Delirium Service, which identifies people at risk of Delirium and provides assessment and support throughout admission. Although we are employed by the mental health trust and not the general hospital, we work very closely with the general hospital team.

Who are we?

We are mental health professionals: specialist medical doctors (called 'psychiatrists'), mental health nurses, clinical psychologists, occupational therapists, other specialist mental health professionals, and administrative staff.

We are based at:

- North Team, Cumberland Infirmary, Newtown Road, Carlisle CA2 7HY
- West Team, West Cumberland Hospital, Homewood Road, Hensingham, Whitehaven, CA28 8JG.

The hospitals we cover are:

- Cumberland Infirmary
- West Cumberland Hospital

We have been asked to see you by your general hospital team, who remain the team responsible for your overall care.

During our involvement you may be asked to:

- Take part in your assessment, so that we can agree with you what needs you may have and how we might help them be met.
- Give permission to us to speak to others (for example, your family).
- Give permission for us to share information with others concerned with your care.

People who know you well, such as your family, can always speak to us; we will listen to them but will not normally share any information with them about you without your consent.

Interpreters

If you require an interpreter, please let your referrer know so that one can be arranged for you.

When you are seen we will always try to do the utmost possible to respect your privacy and dignity

- You can be seen in a private area, if one is available.
- You can choose whether or not a relative, friend or advocate accompanies you.
- We will encourage you to be involved in decisions about any treatment offered.

You may be offered:

- An appointment to see us again, in the near future.
- Information and a choice of possible interventions by agencies that will be able to support any plan agreed with you.

After the assessment:

- The plan is written in this leaflet; this may be called a **care plan** when it is in your medical notes.
- Relevant information you gave to the psychiatric liaison staff will be given to the hospital team looking after you.
- You have the right to receive copies of any letters written to your GP.

How to contact us

North Team - Cumberland Infirmary, Newtown Road, Carlisle, CA2 7HY	Tel: 01228 603 982
West Team - West Cumberland Hospital, Homewood Road, Hensingham, Whitehaven, CA28 8JG	Tel: 0194 668 545

1. How will I know things are getting worse?

2. What can I do myself to take my mind off my problems? (e.g. listen to uplifting music, watching TV, going for a walk, reading, colouring in, mindfulness, etc)

Useful apps and websites

- Stay Alive
- Headspace
- Clear Fear
- Stayingsafe.net
- www.cntw.nhs.uk/relaxation

3. Who can I talk to or spend time with for support?
(e.g. friends, family, colleagues, clubs, helplines)

4. Where can I go if I'm feeling unsafe? (e.g. family home, shops, cafes, family or friends' homes, Samaritans drop in centre, alcohol, substance support groups)

5. Making my environment safe:

6. Professionals who I can contact:

GP

Recovery Steps Cumbria (Alcohol and Substance Misuse)

01900 512300

CRUSE (Bereavement Support)

0808 808 1677

Victim Support (Domestic

0300 303 0157

Violence Support)

Cumbria Alcohol and Drug Advisory Service

0800 245 5658

NHS 111 – urgent medical advice

111

First Step - Psychological Wellbeing Service

0300 123 9122

PALS (Patient Advice and Liaison Service)

0800 032 032

RELATE

0191 232 9109

Samaritans

116 123

Saneline

07984 867 708

Age UK

0800 055 6112

MindLine

0300 561 0000

The Bridge Way (Sexual Assault Support Service)

0808 118 6432

If you want urgent advice from a mental health professional or it is an emergency, then you can contact your local Initial Response/Crisis Team at any time, 24 hours a day every day of the year, Tel: **0800 652 2865** People who are Deaf and/or have communications difficulties can text: **07795 656 226**

7. The names of those involved in your assessment are:

8. Your plan of care which has been agreed upon is:

Patient and carer information

There is a range of patient and carer information on the Trust's website – www.cntw.nhs.uk

If you don't have internet access you can:

- telephone us on 0191 246 7288. An answerphone service is in operation outside of office hours.
- visit us at St Nicholas Hospital. We are open for anyone to call in on weekdays from 9.30am-12 noon and 1pm-4.30pm, no appointment is needed.



Self Help Guides – www.cntw.nhs.uk/selfhelp

23 guides written by NHS clinical psychologists with contributions from service users and healthcare staff. Titles cover Depression and Low Mood, Stress, Controlling Anger, Panic, Sleeping Problems, Anxiety...



Mental Health Act – www.cntw.nhs.uk/resource-library

A series of Mental Health Act information leaflets in 28 languages.



Resources Search – www.cntw.nhs.uk/resource-library

Search our resources library for self-help guides, patient information, mental health and wellbeing guidance and other literature that you may find useful.



Medication – www.cntw.nhs.uk/resource-library

A range of patient information leaflets which provide information about medicines, side-effects and how to manage them.

Consent and confidentiality

We will usually only see you if you have given your explicit consent. Similarly, you are free to opt out of seeing us at any time. Anything you say is treated in strictest confidence and will only be shared with other members of the team and with other people involved in your health care, such as your GP.

Members of the team work within professional Codes of Conduct and follow NHS Policies that ensure confidentiality is maintained at all times. The only exception to this would be if the Team believed that there was a significant risk you would seriously harm yourself or others, or information was obtained about possible harm to vulnerable people such as children.

If you have any concerns at all about confidentiality please speak to any member of the team.

What if I have a comment, suggestion, compliment or complaint about the service?

If you want to make a comment, suggestion, compliment or complaint you can:

talk to the people directly involved in your care

- ask a member of staff for a feedback form, or complete a form on the Trust website www.cntw.nhs.uk (click on the 'Contact Us' tab)
- telephone the Complaints Department Tel: 0191 245 6672
- email complaints@cntw.nhs.uk Please note that information sent to the Trust via email is sent at your own risk
- We are always looking at ways to improve services. Your feedback allows us to monitor the quality of our services and act upon issues that you bring to our attention.

You can provide feedback in the following ways:

- the quickest way for you to do this is to complete our short online survey at www.cntw.nhs.uk/poy
- complete a Points of You survey, available from staff.



Further information about the content, reference sources or production of this leaflet can be obtained from the Patient Information Centre. If you would like to tell us what you think about this leaflet please get in touch.

This information can be made available in a range of formats on request (eg Braille, audio, larger print, easy read, BSL or other languages). Please contact the Patient Information Centre
Tel: 0191 246 7288

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